

**APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO  
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER**

**ABSTRACT OF THE DISCLOSURE**

5 A quality monitoring system is implemented within a communications contact center. All  
electronic data associated with incoming and outgoing communications is monitored and can  
selectively be recorded. The recording of the communications data is controlled by a set of  
recording rules. Environmental data associated with the operation of the contact center is also  
10 stored. Periodically, and on demand by contact center personnel and others, the recorded  
communications data and the stored environmental data are analyzed. The recording rules that  
are actively controlling the recording of the communications data and the environmental data can  
be dynamically changed in real time, based on the analysis. The system can also display various  
results of the analysis on a contact center-wide display, on individual contact center agents'  
15 workstation screens, and on supervisors' workstation screens. These displays can be a  
congratulatory message to an agent who has exceeded predetermined goals, can warn of an  
excessively long wait queue for a class of incoming communications, and can provide contact  
center environmental information for assisting with evaluating the quality of service being  
provided by the contact center.

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